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| Position Title: | Customer Training and Assurance Coordinator | Classification Level: | Level 4 |
| Position Number: | 3250020 | Location: | Midland |
| Reports To: | Senior Manager Customer Experience, Level 7 | Positions Under Control: | 0 |
| Branch/Section: | Land Titles Regulation/ Customer Experience | Job Families/ Function: | Strategy and Service Delivery |
| Business Unit: | Registration Services | Leadership Context: | Personal Leadership |

Business Area Overview

The Registration and Customer Service team focus on delivering quality and timely information to our stakeholders and customers, while registering and securing all land transactions in Western Australia in the State's Land Title Register for all private and state-owned land. We focus on delivering customer service across multiple channels and sites, to those who seek to do business with Landgate; while assisting the Registrar and Commissioner of Titles to maintain the integrity of the Land Titles Register and meet the needs of our community, government and industry customers, at a local, State and National level.

Role Summary

The Customer Training and Assurance Coordinator plays a pivotal role in helping the business to deliver a high level of service. This position focuses on the coordination and delivery of technical and service skill training to improve the competencies of new and existing team members, primarily for the Customer Service Team. By guiding the development of these team members, the coordinator ensures they are equipped with the necessary skills to excel. The role analyses emerging trends and deficits in skills within customer service teams and supports the creation and delivery of relevant training, coaching or assurance content and activities to address these needs. This includes the review of internal practices and standards, in conjunction with business owners responsible for product and service delivery. Moreover, the coordinator is instrumental in identifying and coordinating the update of outdated knowledge artefacts and training materials to ensure that the business remains at the forefront of best practices, industry standards, and adapts to changing regulations and services.

By leading these initiatives, the Customer Training and Assurance Coordinator drives substantial improvements in customer service, empowering team members to consistently meet and exceed performance standards. Through proactive leadership, this role significantly enhances service quality and customer satisfaction, delivering superior outcomes for the business.

Responsibilities

- Support strategic planning to recommend and implement improvements in customer service practices within Landgate.
- Identify, create and maintain business relationships within Landgate to ensure training tools, practices and approaches are adequate and appropriate for the teams they serve.
- Identify emerging service trends across Landgate and develop training content to support new service delivery practices and approaches, from a change in workflow during a customer contact experience, through to training to embed AI as an assistant during the service experience, and/or trial AI as an assurance function for continued service learning.
- Create and maintain a Training Needs Analysis Assessment (TNA)
- Create, maintain and update Customer Service specific training content (technical and service skills).
- Coordinate and deliver required technical and service skills training.
- Develop and coordinate cross-channel training programs.

- Develop, maintain and deliver Customer Service Induction Programs.
- Coordinate the update of customer specific knowledge management content identified through the development of training content.
- Schedule training in collaboration with line managers with consideration for rosters, staffing levels, and with the speed required to fulfill demand.
- Regularly report to the Manager and internal customers surrounding training completion and forecast of plans.
- 1-1 coaching of new starters to meet training milestones
- Adheres to Work Health and Safety (WHS) policies and procedures that ensures the safety of staff and customers.
- Acts with integrity at all times, demonstrates behaviours aligned with Landgate's code of ethics and works within relevant policies and procedures, contributing to the accountabilities of the team.
- Performs other duties as directed.

Essential Role Requirements

Expected Behaviours

Landgate has adopted the Public Sector Leadership Expectations framework, and this role sits in the **Personal Leadership** context. Personal Leadership is about the work of individuals not yet in traditional leadership positions who make a direct and immediate difference to the agency.

- **Lead collectively** – You understand your agency's objectives and can express how your work relates and contributes to achieving operational excellence for your agency.
- **Think through complexity** – You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise.
- **Dynamically sense the environment** – You adapt your communications style and language depending on your target audience, negotiating confidently and respectfully.
- **Deliver on high leverage areas** – You identify the tasks and priorities of your work that are in line with the priorities of your team.
- **Build capability** – You actively contribute to the development of your team's capability, ensuring you support your team members.
- **Embody the spirit of the public service** – You are excellence oriented and deliver results for your team.
- **Lead adaptively** – You are responsive to change in your work environment.

Experience/Qualifications

- Experience in the delivery of training, coaching, or customer service assurance.

Desirable Role Requirements

- Certification or qualifications in training, coaching or assurance.
- Experience or knowledge of operating in a customer service environment.
- Experience or knowledge of delivering face-to-face training, excellent communication and presentation skills for effective training delivery.
- Experience or knowledge developing online training modules (Articulate 365 or similar, and storyline software and a learning management portal (LMS))

Appointment Conditions

- National Police Clearance

Reporting Relationships

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| Reports to: | Other positions reporting to this position: Customer Experience Business Partner, Level 6 (x2) Customer Experience Consultant, Level 5 (x4) Customer Solutions Advisor, Level 4 (x2) Administration Officer, Level 1 |
| Senior Manager Customer Experience, Level 7 | |
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| This position: Customer Training and Assurance Coordinator, Level 4 | |
| | Direct reports: Nil |

Certification

These details are an accurate statement of the duties, responsibilities and other requirements of the position.

| Position Title and Business Unit | Name | Date |
|--|-----------|------------|
| P&C Senior Advisor, People Culture and Environment | Kim Davis | 30/06/2025 |
| Director Land Titles Operations | Jo Dorian | 30/06/2025 |

Effective Date: 1 September 2025